



STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF PROGRAM QUALITY AND INTEGRITY

Lori A. Weaver
Commissioner

Meredith J. Telus
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May 15, 2025

Her Excellency, Governor Kelly A. Ayotte
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Program Quality and Integrity to make a payment for annual membership dues to the National Committee for Quality Assurance (NCQA), Washington, DC, Vendor # 220499, in the amount of \$3,038 for the period July 1, 2025, through June 30, 2026, effective upon Governor and Council approval. 40.59% Federal funds, 59.41% General Funds.

Funds are available in the following account:

05-95-95-9550010-66370000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES, HHS: COMMISSIONER'S OFFICE, QUALITY ASSURANCE & IMPROVEMENT, QAI OPERATIONS

SFY	Class/Object	Class Title	Job Number	Amount
2026	026-500251	Organizational Dues	95500100	\$ 3,038

EXPLANATION

The Department uses the clinical performance and consumer experience (HEDIS® and CAHPS®) NCQA standards to evaluate the performance of the three Managed Care Organizations (MCO) providing care to 180,000 Medicaid beneficiaries. These measures are compared to national and regional performance of other plans and are utilized for the Withhold and Incentive program and other financial incentives and penalties to improve the quality of care provided by the MCOs. Without this membership, the Department would not be able evaluate New Hampshire Medicaid's MCOs on the performance of Quality Management and Improvement, Population Health Management, Network Management, Utilization Management, Credentialing and Recredentialing, Members' Rights and Responsibilities, Member Connections, and Medicaid Benefits and Services.

Listed below are answers to standard questions required by Governor and Council organization dues and membership approval submissions:

1. How long has this organization been in existence and how long has this agency been a member of this organization?

The National Committee for Quality Assurance (NCQA) has been in existence since 1990 and DHHS has been a member for approximately 9 years.

2. Is there any other organization which provides the same or similar benefits which your agency belongs to?

No.

3. How many other states belong to this organization and is your agency the sole New Hampshire state agency that is a member?

The majority of states are members. DHHS is the only agency subscribing to the NCQA HEDIS (Healthcare Effectiveness Data and Information Set) User Group.

4. How is the dues structure established?

Standard fee for all states, based on population, and other criteria, etc. Standard fee with a 25% government discount.

5. What benefit does the state receive from participating in this membership?

The NCQA Healthcare Effectiveness Data and Information Set is a national health care performance improvement tool. The NH DHHS Medicaid Care Management Services contract requires all participating health plans (MCOs) to hold NCQA Health Plan Accreditation (Exhibit B, section 4.13.2). Exhibit O of this contract requires reporting of national standardized NCQA HEDIS measures. DHHS must purchase the measure specifications from NCQA annually to keep Exhibit O requirements current, understand accreditation requirements, understand the related measures and surveys, and support contracted health plans in conforming to the required standards and Exhibit O reporting.

6. Are training or educational/ research materials included in the membership? If so, is the cost included? Explain in detail.

Yes. The HEDIS User Group (HUG) membership includes NCQA licensed electronic versions of documentation related to measures, surveys, and accreditation requirements including: 1) narrative on the science of health care quality measurement and descriptions of each performance measure with guidance on interpreting and using the HEDIS data; 2) technical specifications for each measure with guidelines for data collection and reporting, detailed instructions about how to perform the necessary calculations and guidelines for sampling; 3) technical specifications and protocols for the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey; 4) guidance materials on HEDIS compliance audit standards, policies and procedure used to evaluate a Medicaid Managed Care Organization's ability to comply with HEDIS specifications; and 5) access to NCQA webinars that cover changes made to measures each year. At least four live webinars focus on key HEDIS implementation issues, in which questions can be responded to in real time and states can learn from each other's questions.

7. Is the membership required to receive any federal grants or required in order to receive or participate in licensing or certification exams?

No.

8. Is there any travel included with this membership fee?

No.

9. Which state agency employees are directly involved with this organization? (Indicate if they are members, voting members, committee members, and/or officers of the organization.)

Andrea Stewart, Administrator of Health Care Quality Analytics, within the DHHS Division of Program Quality and Integrity, is the primary member of the DHHS HEDIS user group.

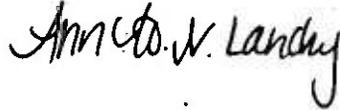
10. Explain in detail any negative impact to the State if the Agency did not belong to this organization.

The HEDIS User Group provides access to a set of standardized measures that specifies how organizations collect, audit and report performance information across the most pressing clinical areas, as well as important dimensions of customer satisfaction and patient experience utilized in the management of the NH DHHS Medicaid Care Management Services contracts. Without this membership, DHHS would have to pay higher rates for necessary healthcare effectiveness data documentation and would not have the benefit of educational and technical assistance webinars that provide important updates over the course of each membership year. This membership supports DHHS to measure and compare health care performance; thereby managing data-driven performance improvement by identifying areas to focus quality improvement initiatives.

Area Served: Statewide.

Source of Funds: 40.59% Federal funds, 59.41% General Funds.

Respectfully Submitted,



for:

Lori A. Weaver
Commissioner



Order #100227923

Placed on May 7, 2025, 8:25:53 AM

Billing Info

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 Email: Susan.Drown@dhhs.nh.gov

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Payment Method

Paper Check

Shipping Method

Free Shipping - Free

Items	Qty	Price
HEDIS MY 2025 Volume 2 (epub) SKU: 10273-312-25 Number Of Users 2-4 Users	1	\$1,540.00
HUG 2025-2026 Membership Package 2-Electronic SKU: 10702-351-26 HEDIS MY 2026 Volume 2 (epub) 1 x HEDIS MY 2026 Volume 2 (epub) (single user) HEDIS MY 2025 Volume 3 (epub) 1 x HEDIS MY 2025 Volume 3 (epub) (single user) HEDIS MY 2025 Volume 5 (epub) 1 x HEDIS MY 2025 Volume 5 (epub) (single user) HEDIS MY 2025 Volume 6 (epub) 1 x HEDIS MY 2025 Volume 6 (epub) 2026 HP Standards and Guidelines (epub) 1 x 2026 HP Standards and Guidelines (epub) (single user) HUG Exclusive: HEDIS MY 2026	1	\$3,700.00

1 x HUG Exclusive: HEDIS MY 2026, Vol. 2 Update (epub) (single user) 4/27

HUG 2025-2026 Membership Packet

1 x HUG 2025-2026 Membership Packet

HUG 2025-2026 Membership Webinar Upgrade (One Additional User) SKU: 10702-410-26	1	\$350.00
	Subtotal	\$5,590.00
	Discount (25% Off Government Discount)	-
		\$1,397.50
	Shipping & Handling	\$0.00
	Grand Total	\$4,192.50
	Total Paid	\$0.00
	Total Due	\$4,192.50

Check Payment Instructions:

Print this order confirmation email and submit it with your check payment to NCQA at the following address:

NCQA
P.O. Box 424038
Washington, DC 20042-4038

Products will not be fulfilled until full payment has been received and processed.
If you are sending a payment overnight, mail it to:

NCQA
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Third Floor
Washington, DC 20005

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